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The Hamilton Civic Hospitals

Volunteer Association Annual Report

URBAN/MUNICIPAL

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GOVERNMENT DOCUMENTS



Prayer For Hospital Auxiliaries

Almighty God and Heavenly Father of Mankind, bless we pray Thee, our endeavours in those hospitals in which we strive to bring comfort and hope to all who are in distress of mind or body.

Guide us so that we may use the privilege given us to help the aged, the ill and the very young — with generosity, with discretion and with gentleness.

Give us the strength to labour diligently, the courage to think and to speak with clarity and conviction but without prejudice or pride.

Grant us we beseech Thee both wisdom and humility in directing our united efforts to do for others only as Thou would have us do.

Amen.

Presidents

1921-22-23	Mrs. E.P. Coleman
1924-25-26	Mrs. R.R. Moodie
1927-28-29	Miss Agnes Climie
1930-31	Mrs. R.R. Palmer
1932-33	Mrs. P.B. MacFarlane
1934-35	Mrs. C.D. Hickey
1936-37	Mrs. Vernon Carey
1938-39	Mrs. R.F. Inch
1940-41	Mrs. E.V. Vallance
1942-43	Mrs. C.E. Burke
1944-45	Mrs. F.G. Fearman
1946-47-48	Mrs. F.J. Mills
1949-50-51	Mrs. W.S.T. Connell
1952-53-54	Mrs. C.G. Fraser
1955-56	Mrs. R.W. Cooper
1957-58-59	Miss Muriel Bostwick
1960-61	Mrs. R.A. Dolan
1962-63	Mrs. H.D. Robertson
1964 (March - Sept.)	Mrs. George Park
1964 (Sept. - Dec.)	Mrs. W.N. Paterson
1965-66	Mrs. W.N. Paterson
1967-68	Mrs. E.B. MacFarlane
1969-70	Mrs. R.B. Duff
1971-72	Mrs. H. Pearson
1973-74	Mrs. A.I. Gorman
1975-76	Mrs. J.L. Harbell
1977-78	Mrs. J.F. Lynch
1979-80	Mrs. W.C. Campbell
1981-82	Mrs. J.W. Charters
1983-84-85	Mrs. H.A.(Marie) Lemon
1985-86-87	Mrs. A (Beryl) Jones
1987-88-89	Miss Mary Gibbon

Board of Directors

1988 - 1989

Honorary President	Mrs. F. Mills
President	Miss Mary Gibbon
1st. Vice President	Mrs. W.E. Tugby
2nd. Vice President	Mrs. H. Ruddell
Recording Secretary	Mrs. C. Stott
Corresponding Secretary	Mrs. J. Smith
Treasurer	Miss V.A. Wallace
Assistant Treasurer	Miss L. Powell
Social Convenor	Mrs. F. Mansbridge
Membership	Mrs. D. Stewart
News Bulletin	Mrs. M. Gilleland
Outservices	Mrs. R. Marston
Advisor General	Mrs. W.J. McCracken
Advisor Finance	Mrs. T.W. Armstrong
Advisor Personnel	Mrs. G. Kohler

Hamilton General Division

Hospital Chairman	Mrs. W.E. Campbell
Snack Bar Chairman	Mrs. V. Falcon
Gift Shop Chairman	Mrs. A. Gorman

Henderson General Division

Hospital Chairman	Mrs. W.E. Tugby
Snack Bar Chairman	Mrs. H. Rittenhouse
Gift Shop Chairman	Mrs. J. Spence
Maternity Shop Chairman	Mrs. J.M. Charters

President's Annual Report



In an organization that is as busy and varied as the Volunteer Association of the Hamilton Civic Hospitals, it is difficult to pick out the salient points of the year. This annual report is full of detail of all aspects of the work, and I urge you to read it. We are proud of the work those details represent.

The highlights of the board of directors speak for themselves in terms of the hours needed to accomplish those tasks.

1. The updating of the by-laws and the establishment of a permanent personnel committee with responsibility for our employees. This committee is working on a Shop Manager's Manual.
2. Restructuring of the finance report to the board so that it is more clear and understandable. Members are now more involved in the preparation of the budget. We are most grateful to Miss Wallace for her leadership in this.
3. Moving continues at the General. Both the snack bar and the gift shop have moved to new temporary quarters. The final move is some months off yet. We are grateful to Mrs. Isobel Campbell for her work in this area and also extend our sincere appreciation to the staff at the General for their help in the move. Our own employees have shown the ability to cope with major change with good humour, and special thanks is extended to them.

Some of our volunteers have moved with their particular services to the new hospital. They report that they are very happy in their new quarters.

It would be remiss of me to conclude this board report without mentioning the honour bestowed this year on Mrs. Isobel Campbell in the winning of the Paul Harris Award for Outstanding Citizenship from the Hamilton Mountain Rotary Club. In addition to bringing honour to our organization, Mrs. Campbell gave the one thousand dollars she received to us towards our Million dollar pledge. Thank you, Mrs. Campbell.

Our constitution not only directs us to raise money for our hospitals, but also to give service within them. Our Junior volunteers, work hard at this and gave 11,336 hours, and our Senior volunteers gave 25, 189 hours. People often refer to volunteers as "committed" and "tireless". Committed they certainly are, but, I would have to say they are not always tireless! Some of those hours are given when they **are** tired from the work and/or the heat of the summer, and when "they would rather be sailing". These "tired" hours are the ones that I would especially like to thank them for.

As every volunteer knows, though, volunteers **get** as well as **give**. The Junior volunteers learn what it is like to work as a health professional - valuable knowledge when they are thinking of careers. They also learn about the warm feeling that comes from helping others. Senior volunteers are given a chance to use their special talents and to be part of a first class team in their community hospital.

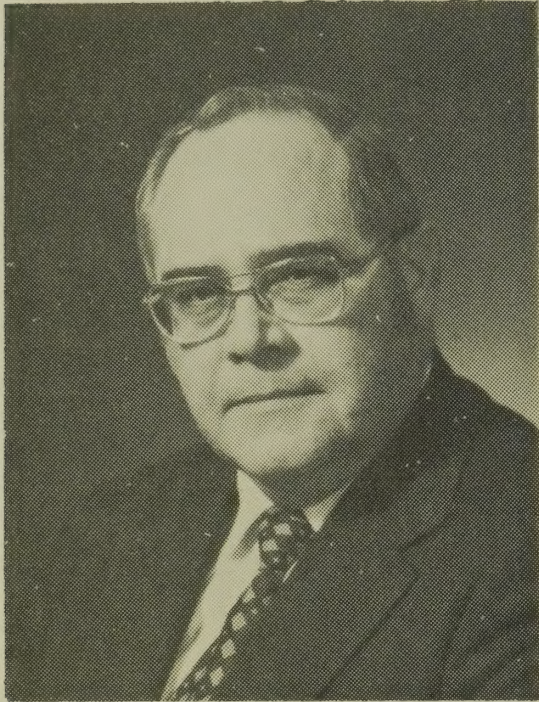
As I finish my term as president I would like to extend thanks to Mrs. A. Rowell and Mrs. S. Muirhead, our two Director of Volunteers, for their work. The morale of the volunteers is proof of their skill.

I would also like to thank the members of the Volunteer Board for their dedication (I do not use the word lightly) and support during my term of office. I am proud to have served as your president in the hospitals that we fondly call "ours". Finally, I must acknowledge the help of Dr. Noonan and his staff of experts on whom we call for advice. They are never too busy to give that advice and we are grateful for their willingness and wisdom.

Respectfully submitted
Miss Mary Gibbon
President

Hamilton Civic Hospitals

President & Chief Executive Officer



A colleague of mine with a lively wit, once defined a consultant as "one who was called in to resolve a problem and too often stayed to become part of it".

Recently I was called upon to address the Head-of-the-Lake Historical Society on the history of the hospital, and indeed have been asked to speak to you on the same topic at this annual meeting. In preparing for these ventures, it occurred to me, that having spent 32 of the last 36 years with the Hamilton Civic Hospitals, that in now performing as an amateur historian I could be described as

"outlining the hospital's history of which I have stayed to become a part".

Truthfully, over a great many years, I have witnessed a lot of change. In this historical year when we will be officially celebrating the opening of the new Hamilton General Division (including the completion of the new Volunteer Association facilities), there is one constant which stands out -- The Volunteer Association.

Yours has been a record of dependable, consistent, reliable, and irreplaceable support, both for the institution and for those it serves.

Your annual report describes a year of service to patients and contribution to the Hamilton Civic Hospitals in terms of advice, goodwill and tangible assets. In short, you have completed another extremely successful year, for which I congratulate each of you and your effective Board under the able Presidency of Mary Gibbon.

And in this Hallmark year, I celebrate not only the official opening of the Hamilton General Division, but the existence of one of the finest Volunteer Associations in the land.

Thank you, one and all,

W.E. Noonan, M.D.
President & Chief Executive Officer

Hamilton General Division Vice-President's Report

A year of question has just past. Who is moving first? When do we move? How do you find_____? In the case of the Volunteer Association, will the staff, patients, and visitors find the Gift Shop and Snack Bar once we move to temporary quarters? How long will it be before the new areas are ready?

Well we did get the first move completed followed by a series of relocations as the areas were turned over to the hospital. Patients, visitors, and staff did find the Gift Shop and Snack Bar hidden away in what was the Cafeteria. Life goes on, not quite as it was or as it will be. But, all things considered, a very trying time has become history.

The volunteers have had to learn new routes as they carry on the activities which are most important to the patients - reception, gift shop carts, library carts - the personal elements that help the patient to see more than the somewhat cool, aloof hospital as it goes about its routine business.

Your talents are varied and many. Some of these are mentioned above but there are knitters, flower arrangers, those who do preserves, and those who are business persons to list a few more. These latter help to raise funds for the Volunteer Association which in turn allows you to give the gifts listed elsewhere.

We, the patients, visitors, and staff, extend to each of you a hearty Thank You for giving of your time and talents to help us in our daily activities.

E.G. Woodward, M.D.
Vice-President H.C.H.
C.O.O. Hamilton General Division

Henderson General Division Vice President's Report

I am always glad to have this opportunity to formally acknowledge the contributions of the Volunteers. The support they give the hospital -- both financially and in service hours -- help us to provide a high level of care to our patients.

The past year has been eventful for us in terms of growth and continued development of our mission as a teaching hospital. The first phase of a new research program was started during 1988. Its expansion over the next several years will enable the Hamilton Civic Hospitals to contribute to the body of medical knowledge and further develop the research aspect of our mission.

1988 was also the 50th anniversary of the opening of our Maternity Wing, at that time, Mount Hamilton Hospital. It's impressive to think of the 340,000 mothers and babies that have passed through our maternity service over the past 50 years. The Volunteers' hours associated with this number of patients is also impressive: fifty years of delivering flowers and providing other services of comfort and help to thousands of patients. The modernized Labour and Delivery suite does not resemble the 1938 version very much, and, the birthing beds donated by the Volunteer Association have helped the hospital to provide the most up-to-date care.

In addition to their regular programs, we are greatly appreciative that the Volunteers have expanded their service to include the Rehabilitation Clinic; patients waiting for assessment are now being attended by the Volunteers.

1988 has certainly been a progressive year for the Henderson and it is my privilege to again thank the Volunteer Association and its members for their dedicated support and service.

Mr. P. Johnson
Vice President, H.C.H.
C.O.O., Henderson General Division

Finance

1988 was another successful year for the Hamilton Civic Hospitals Volunteer Association.

Contributions from our Shops and Snack Bars amounted to \$124,500.00.

Henderson Gift Shop	35,000.00
Henderson Snack Bar	15,500.00
Henderson Maternity Shop	30,000.00
Hamilton General Gift Shop	35,000.00
Hamilton General Snack Bar	9,000.00

The sale of Nevada Lottery tickets was undertaken in our Gift Shops netting approximately \$21,000.00 (not included in above contributions).

Income from Penner Studios who take baby pictures and from Versa Services amounted to \$14,000.00.

Sincere thanks is extended to Mrs. C. Evans and Miss M. Glover the Association's bookkeepers, to Miss L. Powell, Assistant Treasurer and members of the Finance Committee.

We look forward to the challenges of 1989.

Contributions: Hospital Services 1988

Hamilton General Hospital

Two Ear Oximeters	\$15,000.00
One Pharmacia Deltec Pump	3,650.00
Two Electric Beds	8,200.00
TOTAL	\$26,850.00

Henderson General Hospital

Two Boring Genesis Birthing Beds	26,200.00
TOTAL	\$53,050.00

Hamilton General Division

Department of Nursing

1. *"Risk Management for Quality Assurance Professionals"* \$120.00
Toronto
Loretta Davis-Trudel, Administrative Co-ordinator,
Nursing Administration
2. *"The Conference for Senior Nurse Administrators"* 480.00
Toronto
Donald Webb, Assistant Director of Nursing
Nursing Administration
Beverley Robertson, Assistant Director of Nursing
Nursing Administration
3. *"Critical Care Conference '88"*, 550.00
Hamilton
June Mepham, Evening and Night Co-ordinator
Toni Rizzo, Reg. N., 5 West
Joanne Warner, Reg. N., 8 South
Karen Summers, Reg. N., C.C.U.
Catherine McCarthy, Reg. N., 8 South
Sherry Winter, Reg. N., 5 West
Betsy White, Reg. N., 8 South
Linda Koomans, Reg. N., 8 South
4. *"Nursing Management - Striking the Right Balance"* 195.00
Toronto
Beverley Robertson, Assistant Director of Nursing
Nursing Administration
5. *"Second Annual GRASP System Conference"* 421.00
Toronto
Beverley Robertson, Assistant Director of Nursing
Nursing Administration
6. *"Urological Excellence - Making It Work"* 250.00
Toronto
Norica Stein, Reg. N., 5 South
Deborah Schenk, Reg. N., 5 South
7. *"Advanced Dysrhythmias"* 145.00
Toronto
Chris Stinard, Reg. N., C.C.U.
8. *"The Nurse Administrator"* 521.00
Ottawa
Beverley Robertson, Assistant Director of Nursing
Nursing Administration

9. <i>"National Teaching Institute 1988"</i> Dallas, Texas Mary Catherine Fraser, Nurse Manager, C.C.U.	500.00
10. <i>"International Critical Care Conference"</i> Montreal Diane Kuwabara, Cardiovascular/Thoracic Nurse Associate	400.00
11. <i>"King's Open Systems Model"</i> Toronto Isobel Darrow, Instructor, Education Department Don Webb, Assistant Director of Nursing Nursing Administration Rose Geisler, Instructor, Emergency Department Ruth McNeely, Nurse Manager, 5 West	500.00
12. <i>"Nursing Diagnosis" Slide Tape Presentation</i> and <i>"Imogene King's Theory of Goal Attainment"</i> Video Tape Presentation and Learning Guide	262.50
13. <i>"The Hidden Healers" Video Tape Presentation</i>	106.92
14. <i>"Membership for Continuing Medical Education Society"</i> for 1988 at McMaster University, Health Sciences	305.00
15. <i>"Honarium for Dr. M. Fritch"</i> Nursing Research Presentation	50.00
16. <i>"Retreat Day for H.C.H. Nursing Council Members"</i> at the Holy Spirit Centre, Hamilton	75.00
TOTAL	\$4881.62

Hamilton General Division

Non-Nursing Services

1. <i>"How to Make Presentations that Win"</i>	95.00
Hamilton	
Lisa Schiralli, Director, Nutrition Services	
2. <i>"Delivering Quality Care for Food Service Professionals in Health Related Settings"</i>	200.00
Toronto	
Melody Curling, Food Services Co-ordinator, Nutrition Services	
3. <i>"Meditech Users Synergy Exchange"</i>	2,235.00
San Francisco	
Lloyd Koch, Associate Administrator, Administration	
4. <i>"Annual Education Seminar of C.A.E.T."</i>	550.00
Quebec City	
Frances Logan, Technologist, Medical Diagnostic Unit	
TOTAL	<u>\$3,080.00</u>

Henderson General Division

Department of Nursing

1. *"Perinatal Workshop - Healthy Mom & Baby"* \$200.00
Hamilton
Ms. P. Allen, Reg. N., Ward 4
Mrs. G. Molnar, Reg. N., Ward 2
Mrs. V. Dyett, Reg. N., Ward 2
Mrs. M. Noels, Reg. N., Ward 4
2. *"Surgery for Geriatric Patients"* 225.00
Hamilton
Mrs. C. Tessier, Nurse Manager, Ward 592
Miss C. Hughes, Nurse Manager, Ward 498
Mrs. M. Scott, Nurse Manager, Ward 396
3. *"15th Annual Conference of the Diabetes Educator"* 140.00
Section of the Canadian Diabetes Association - Diabetes Self-Care"
Toronto
Mrs. M. McInnes, Diabetic Clinician
4. *"Critical Care Conference"* 75.00
Hamilton
Ms. Iris Shaw, Reg. N., Ward 477
5. *"Nursing Therory Congress 1988 - Form Theory to Practice"* (4 days) 1,395.00
Toronto
Miss J. Lever, Gerontology Clinician
Miss D. Fortnum, Nursing Practice Co-ordinator
Mrs. H. Pollex, Surgical Clinician
Mrs. C. Ofosu, Medical Clinician
6. *"Continuing Medical Education"* 305.00
Membership McMaster University -
Group Membership
June 1988 to June 1989
7. *"N.A.A.C.O.G. Conference"* 100.00
"Practice Implications for Perinatal and Women's Health Nursing Research"
Toronto
Ms. Angela Farrelly, Reg. N., Ward 4
Ms. Gail Potter, Reg. N., Ward 4
8. *"National Association for Health Care Recruitment"* 560.00
Washington
Miss H. Poulos, Nurse Recruitment Co-ordinator
A Workshop in Fetal Monitoring", Willowdale 100.00

9. BURSARIES:

Jackie Simmons, R.N.A. Working on Reg. N.	500.00
Karin Romanowski, Reg. N., Working on B.Sc.N.	500.00
Nina Koniuch, Reg. N., Working on B.Sc.N.	500.00
Alison Diamond, Reg. N., Working on B.Sc.N.	500.00
Remainder of \$1000.00 to be used in January 1989	1000.00
TOTAL	6,000.00

Henderson General Division Non-Nursing Services

1. Prim Sharma, Power & Maintenance Gas Fitter Course at Mohawk College	\$ 165.00
2. Sylvia Leach, C.S.R., O.H.A. course on Health Care Management	150.00
3. Linda Brush, Nutrition Services, Financial Management Course	150.00
4. Colleen Lynas & Elizabeth Knuckle, Social Services, Conference on Women's Health Issues	160.00
5. Nadine Kolody, Nutrition Services, Kellogg Nutrition Symposium	110.00
6. Jan Worley, Occupational Therapy C.A.O.T. Annual Conference	325.00
7. Greata Ho, Pharmacy, Pharmacy Workshop at Sunnybrook Hospital	75.00
8. Deborah Lynn Strabac, Radiology Mammography Course	420.00
9. Jill Rodey, Nutrition Services, Canadian Dietetic Association Conference	815.00
10. Roberta Laverty, Computer Programs Computer Conference	610.00
11. Tripat Bratch, Social Services Amputee Care Conference	75.00
TOTAL	\$3,055.00

**Total Money Donated to Hamilton Civic
Hospitals in 1988**

Bursaries and Grants	\$25,000.00
Hospital Services	57,131.00
TOTAL	<u>\$82,131.00</u>

V.A. Wallace
Treasurer & Chairman of
Finance

Outservices/Community Services

Once again our knitters have supplied us with over 500 knitted articles this year for sale in our Gift Shops and Maternity Gift Shop. They include two and three piece baby outfits, booties, carriage covers, shawls, slippers, bed jackets, men's socks etc. At present we have 54 knitters but we are always looking for additional good knitters.

At our successful Knitters Luncheon in the fall, it was very gratifying when our knitters received their certificates for 2 years service, 5 year merit pins, 10 year Bars for those pins. One of our knitters, Miss Annie Lunon, who has literally knitted hundreds of pairs of slippers was awarded a life Membership Pin for 20 years of service.

Since a good supply of wool was on hand, no additional wool was ordered.

My sincere thanks to all our knitters who give so generously of their time to produce the lovely knitted articles, to Shop Managers and Board Members for their assistance and support during the year.

M. Marston
Chairman

Assistant Treasurer

Early in 1988 the sale of Nevada Lottery tickets was commenced at the gift shops at the Hamilton General Division and the Henderson General Division. This has proven to be a very successful project realizing a profit of over \$21,000.00.

We wish to thank the volunteers, visitors, patients and staff members at both units for their support of this fund raising project. Congratulations to all the winners.

Respectfully submitted
Lois M. Powell

Report On Membership

On December 31, 1988, our membership records were tallied as follows:

37	Honorary Life
196	Complimentary
144	Regular

It is with regret that we report the death of Mrs. W.N. Patterson, a long-standing life member of the association.

At this time I would like to remind members that the five dollar membership fee is due on the date of the Annual Meeting each year.

Respectfully submitted
Helen Stewart,
Chairman of Membership



"Mary Gibbon and Verdun Armstrong/November General Meeting"

Personnel Advisor

Monthly meetings were held by the Personnel Committee throughout the year. Some of the accomplishments of these meetings were:

1. the development of the shop managers' manual, providing guidelines for the managers.
2. the discussions of the managers' job descriptions with them and their personnel problems.
3. the recommendation of pay increases for the Snack Bar and Gift Shop employees.
4. the recommendation for snack bar employees of both hospitals that the hospitals provide and launder their uniforms.

Further meetings are planned for the coming year. It has been a pleasure working with the staff.

Respectfully submitted
Donna Kohler,
Personnel Advisor

Flower Chairman

Flower arrangements and candy novelties for sale in the gift shop have been provided throughout the year for a profit of \$2,800.00

Working with Norma Spence and, toward the end of the year with Tilly Tahiraj has been great fun.

Nancy Gorman

Publicity/Newsletter

1988 was a very active year, but an extremely interesting one.

Starting with our 67th Annual Meeting on March 3, 1988.

A report was written on the General Meeting for inclusion in the newsletter.

Posters, advertising the Bazaar, and "Knitters Wanted" were prepared and distributed to all areas of the Hospital.

The Newsletter for 1988 was written, edited and distributed to all members of the Volunteer Association prior to Christmas.

My grateful thanks to all who contributed and wrote articles for this issue.

Respectfully submitted
Marguerite Gilleland



"Recognition for Volunteer service"

Social Convenor — Annual Report 1989

The annual meeting was held at the General Division on Thursday March 3rd with Dr. Woodward, Vice-President and Chief Operating Officer of the Hamilton General Division as Guest Speaker. Because of the extensive renovations at the General Division his topic was "The New Hospital - Almost".

The Junior Volunteers night was held at the Henderson General Hospital Wednesday May 13th. Bill Cook and his theatre arts students at Hill Park School performed so well that they are to be asked to come in 1989.

On November 3rd the general meeting took place at the Henderson General. The guest speaker was Miss Margaret Charters who spoke on today's nursing problems in the hospital.

It was decided to dispence with the June tea in its present form, and replace it with a membership drive in late September 1989.

Respectfully submitted,
Elsie Mansbridge



"Junior Volunteer Night"

Corresponding Secretary's Report

Many cards were sent to members who were sick, sympathy to members who were bereaved, Anniversary cards and Christmas cards.

Invitations to our Annual and General Meeting were sent out and many letters of thanks to the Hospital Staff for making the meetings so enjoyable.

Other necessary correspondence as required.

The Archives are still packed away awaitng removal to new quarters at which time they will be re-assembled.

Was proud to have the opportunity of writing a letter of congratulations to Mrs. Campbell upon her receiving the Paul Harris Citizenship Award sponsored by the Rotary Club.

Thanks also to Mr. Fenton (Printing Department) and Mr. Cooke (Audio-Visual Department) for their many kindnesses and to the two Directors of Volunteers - Mrs. Rowell and Mrs. Muirhead.

Doris Smith (Mrs. J.I.)
Corresponding Secretary

Nominating Committee

Despite the increased community competition for Volunteers, the nominating committee was, once again, fortunate to fill most positions that were open within the Association.

Mrs. J. Charters
Chairman

Hamilton General Division Chairman

It is a time of transition in our hospital, from the way it was to a way that it must be and will be. The Volunteer Association is a part of this transition.

Redevelopment Programme, Hamilton General Division

In November, the Snack Bar and the Gift Shop were moved to interim locations - we are now occupying a portion of the previous cafeteria. Compared to the previous locations, our new space is heavenly - so much space, bright and cheery. As with any move it is difficult for the clientel to follow. We will be in these locations for some fourteen or fifteen months. We are indebted to administration and all the Support Services for their continued assistance in establishing our new areas.

Once again we thank our Management personnel in the Snack Bar, and the Gift Shop for their continuing support. To Ronnie Leger, Snack Bar Manager and Olive Lymburner, Gift Shop Manager, a sincere Thank You.

Bazaar

Our Bazaar was held in early November in conjunction with the Fall Fair, Hamilton General Hospital. The Bazaar Committee embarked on a "Phone Blitz" to obtain home baking, crafts, jams, pickles for our bazaar. It was very successful.

Director of Volunteers

To Mrs. Muirhead and her Volunteers, Senior and Junior, many thanks for your continuing support.

The time of transition is presenting other challanges. For some time we have had concerns re our purchasing practises. I am happy to report that we are beginning to purchase some food products using the benefits of contract purchasing in conjunction with the hospital systems. The savings are considerable. Likewise we are able to save money purchasing certain products such as paper goods and some staples from the Hospital Stores Department. It requires much time to investigate and finally be in a position for change.

From a personal standpoint, the challanges are many. But with co-operation, we can only succeed. I am fortunate to be able to serve my Alma Mater.

Respectfully submitted
Isobel A. Campbell,
Chairman

Hamilton General Division Snack Bar

The General Snack Bar has seen many changes in the past year.

Although there have been some problems in staffing and personnel area, these are being resolved.

The transition in the moving of the Snack Bar went smoothly.

Many thanks are in order - for the Snack Bar Manager and staff for their co-operation.

Steadily the general public and hospital staff are finding their way to the snack bar's new location and we hope that the year 1989 will be successful.

Respectfully submitted,
Violet Falcon

Hamilton General Division Gift Shop

It has been a most interesting and exciting year to be a part of "Hamilton General on the move".

The gift shop's new quarters, in the old cafeteria, give greater scope for display and decor. Here, we hope to develop a larger range of gifts, flowers and everyday essentials, looking forward to the opening of a really fine shop when phase two is completed.

A very special thank you to our staff and volunteers. The extra time and effort they put forth was very important to the smooth transition we were able to accomplish.

With Olive Lymburner as manager and Bev White as her assistant, I am keenly anticipating the challenge of 1989.

Nancy Gorman
Shop Chairman
Hamilton General Gift Shop

Henderson General Division Chairman

Without the co-operation of the administration staff, Maintenance staff, Housekeeping staff, we could not operate our Gift Shop or Snack Bar. They are always so willing to be of service when we are in need of assistance. My personal thanks to our staff in the Gift Shop for their continued personal interest in the shop.

To Mrs. Hunter and her staff for working many hours preparing the delicious goodies and just being happy and pleasant in serving our customers. To both Mrs. Rittenhouse and Mrs. Spence, my sincere thanks for making my position as Hospital Chairman so easy.

Respectfully submitted,
Mona Tugby

Henderson General Division Maternity Gift Shop

Once agin the Maternity Gift Shop functioned effectively and surpassed its budget income projections. The contribution of Mrs. Rowell's professional management has been invaluable and I extend my thanks to her and to both the Senior and Junior participating volunteers. Additionally, I acknowledge the significant contributions of Mrs. Joyce McKenna along with our group of knitters, without whose help the shop could not function as successfully as it does.

June Charters
Chairman

Henderson General Division Gift Shop

My first term as Chairman has been a very exciting challenge for me. I would like to thank Mrs. Thelma Belling for her encouragement and direction during my first few weeks in this position.

Unfortunately Mrs. Pappin, the Shop Manager, suffered an accident early in March and has been unable to perform her duties since that time. However, Mrs. Thelma Jones has very ably served as manager and with the co-operation of all the staff, we have concluded another successful year.

We have exceeded our budget projections and were thus able to turn over to the General Fund, a greater sum than we had expected.

My sincere thanks to the staff and volunteers who have contributed in so many ways to make this a memorable year for me and a successful year for the Gift Shop.

Norma Spence
Chairman

Henderson General Division Snack Bar

It is a pleasure to report that the Snack Bar at Henderson General Division has had a very successful year financially. Our staff is very co-operative and friendly, which means so much in serving the public.

My thanks to our manager, Mrs. Hunter, and all employees for their loyal service.

B. Rittenhouse,
Chairman



"Henderson Volunteer assisting a patient"

Annual Report 1988

Directors of Volunteers: Mrs. Aileen Rowell CDHVS
Mrs. Sandra Muirhead CDHVS

Interesting trends seem to be emerging in volunteerism. Females in the 35 to 55 year old age group are returning to the workforce. Industry is encouraging its employees to participate in community service. Early retirement is becoming more prevalent. Thus we are now seeing a depletion in the traditional female volunteer base and an increase in applicants from industry and from younger retirees. These trends directly effect the ongoing programs and the development of new services at Hamilton Civic Hospitals.

With evening volunteering as a popular request, Henderson General Hospital has an active patient visiting program. The volunteer's skills are incorporated in the Rehabilitation Assessment Clinic as well as for making tapes of articles from medical journals for the use of a blind physiotherapist.

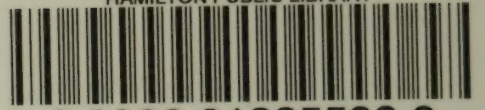
At Hamilton General Hospital, volunteers visit designated amputee, burns and geriatric patients during the evening. Relocation to the new hospital has allowed for the expansion of placements. The Intensive Care and Operating Room now have separate services for visitor assistance extending into the evening. There is also a main floor Visitors' Assistance Desk. In addition, the Out Patients Specimen Lab has been added to a growing list of service areas.

Meetings were held with officials of the Separate School Board of Education. The goals were to increase student involvement and to set standards for a mutually beneficial program. The outcome has been positive. Through volunteering, students are completing the community service component of their studies, they gain career related experience while providing excellent services to the patients in both hospitals.

A new system of volunteer recognition has been implemented. The five year pins, ten year bars, fifteen year merit awards, and twenty year life memberships recognize the dedicated services of our many volunteers. During the year some of our volunteers also received civic recognition. Mrs. Nancy Gorman was honoured at a civic reception as runner-up for Volunteer of the Year. Teens, Heather Jordan and John Morrey received the Max Rotman Humanitarian Youth Awards for Community Service.

To Miss Gibbon, the Executive and Board, your continued support is very much appreciated.

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